



**State of Louisiana**  
Louisiana Department of Health  
Bureau of Health Services Financing

**VIA E-MAIL ONLY**

December 20, 2017

Ms. Deborah M. Sorden, Vice President  
Health Services  
MAXIMUS  
34 Peachtree Street NW, Suite 3000  
Atlanta, GA 30303

Dear Ms. Sorden:

**RE: Notice of Monetary Penalty Regarding November Call Center Statistics**

Reports for the month of November demonstrate the failure of MAXIMUS to meet contractual requirements related to call wait times and the percentage of calls that must be answered. In the month of November, call centers operated a total of nineteen (19) days. Call center statistics show three (3) days of noncompliance for percentage of calls that must be answered.

The contract between MAXIMUS and the Louisiana Department of Health (LDH) provides:

1.6.6.9.2.5 The toll-free telephone number shall be staffed 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays, at levels sufficient to ensure that ninety five percent (95%) of calls do not exceed the following wait times, computed on a daily basis:

1.6.6.9.2.5.2 Two (2) minutes after the first three (3) months of operation.

Failure to meet call center deliverables bears liquidated damages per day of noncompliance in accordance with the Table in Section 1.10.2.3 of the contract.

The table below outlines the specific date when the deliverables were not met.

November			
Date	Percentage of Calls Answered	Call Center	Associated Penalty
11/7/2017	94.38%	Regular	\$100
11/16/2017	94.79%	Regular	\$100
11/29/2017	94.53%	Regular	\$100

Total associated penalties:

3 Occurrences of 95% of calls not being answered = \$ 300.00

**Total: \$ 300.00**

Due to the instances of noncompliance outlined in this letter, the amount of \$300.00 will be deducted from the next invoice submitted by MAXIMUS.

Should you have any questions or wish to discuss this matter further, please do not hesitate to contact me.

Sincerely,



Stacy Guidry  
Section Chief, Health Plan Management

cc Pam Diez  
Rebecca Harris  
Jen Steele  
MAX2-07